Project Support Manager (GS-13)

Core Requirements

As the Project Support Manager (PSM) (scheduling and planning and configuration management) he/she serves under the Deputy Project Manager/Resources (DPM/R) as an integral member of the business support team of that technical program area. He/she contributes project support management expertise to the establishment of technical program objectives and is responsible for the application of project support management techniques in the accomplishment of these objectives. He/she utilizes project support skills and techniques for the planning, direction, coordination and evaluation of all project support activities with line responsibility for project support heading a team of project support specialists. He/she is responsible for establishing requirements, monitoring and evaluating areas of project support which are under contract.

He/she must possess, in addition to general business skills, a working understanding of the technical aspect of the project or program. He/she participates as a member of Configuration Control Boards (CCBs), providing advice and guidance to that body regarding the effect that proposed technical changes may have on the schedule and budgetary facets of the Project. The PSM provides the CCB with specific recommendations concerning the financial, etc., effect of proposed technical changes.

1. Serves with the DPM/R as an integral member of the business support team and plans, directs, coordinates, and evaluates all the project support activities utilizing the project support skills necessary in the management of such complex and extensive technical undertakings. Project support activities include the following:

Scheduling--Management of established time objectives for the Project and all of its related activities. Plan and execute Project activities in accordance with those schedules, ensuring that "work-around" plans are developed. Advises management when specific milestones are unobtainable and continually assesses Project status in concert with overall time objectives.

Examples of specific duties: advance planning, such as the investigation of alternate plans, development of WBSs and assistance in the development of Project Plans; schedule development such as the selection and implementation of schedule control systems, establishment of internal reporting procedures, participating in proposal evaluation and negotiations, review contractor's systems, and develop master schedules; schedule operations, such as analyses of contractor reports, update of master schedules, analyses of planned schedule vs. actual schedule. Provides schedule inputs and analyses of contractor Earned Value data to Project personnel on a continuing basis.

Configuration Management--The management of the exact configuration of all interrelated mission hardware, software, and service requirements of the Project. Maintains accurate interface definition data and communicate such to all business and technical facets of the Project activity. Evaluates the impact of proposed configuration changes. Determines that the action should: 1)

bypass the configuration board; 2) be treated as a CCB action; or 3) return to the originator for further analysis. Participate as a voting member of the CCB

Examples of specific duties are: preparation of the CM Plan, identification and documentation of configuration baselines; coordinate analysis with system engineers and business personnel; prepare CCRs and approve/disapprove specification changes; make an assessment of impact on the proposed design changes; assist the priority of proposed changes, evaluate CCR as to cost, schedules, etc.; prepare reports.

General Business--Property management and control, personnel planning and space mattcrs, general and administrative and overall management planning activities are also a part of the business management activities of the Project.

Examples of specific duties are: cost reduction; ART/SRT RTOP coordination, records control; maintenance of travel records; workforce.

2. Serves as Project support consultant and advisor participating in management and technical working groups and special ad hoc advisory panels as may be necessary for expediting solutions to spacecraft or space vehicle development problems.

3. Serves as a member of Source Evaluation Board Business Management Committees as assigned.

4. He/she is involved in the project support activities of the Project. He/she is responsible for: 1) personal review and analysis of the progress of the project support activities toward Project objectives; 2) recommendations as to adjustments in project(s) mission(s); and 3) participation in responses to audit and other inquiries by various activities such as NASA audit, GAO, Center management, and NASA Headquarters program management.

5. Frequently acts or speaks for the DPM/R on project support matters.

6. Performs required travel.

7. Performs tasks which are related to the position and are of an incidental nature.

8. Initiates task orders for on-site contractor support as required by the Project to provide assistance to scheduling, visual aids preparation and configuration control. Acts as assistant technical monitor in evaluating contractor performance in his/her area, forwards these findings to the technical monitor for incorporation into recommendations to the Performance Evaluation Boards.

9. The incumbent is responsible for the identification and control of hazards relative to safety of project personnel and property. He/She will bring such matters to the attention of Project management with appropriate resolutions.

10. The incumbent oversees and provides technical direction to support personnel. Establishes schedules for work accomplishments and reviews and evaluates the progress, quality, and quantity. The incumbent must ensure that priorities are established and altered as necessary to meet Project milestones.

Other Information

Knowledge Required

1. Possesses a working knowledge and understanding regarding the technical and administrative aspect of a NASA project/program area.

2. Knowledge needed to apply principles of various planning and scheduling techniques such as Program Evaluation and Review Techniques (PERTs) and Critical Path Methods (CPM) as practiced by NASA and contractors. This includes the ability to logically plan the phasing of all program elements beginning with initial program start through design and development of the hardware and software systems integration and test launch and operation of the system.

3. Knowledge needed to apply NASA and military standards applicable to scheduling techniques, configuration management, and other project support disciplines. This includes an understanding of Cost/Schedule Control Systems Criteria (C/SCSC), Earned Value (EV) systems, Cost/Schedule Status Report (C/SSR).

4. Knowledge of configuration management disciplines and control and the application of procedures as practiced by NASA and contractors. This includes the ability to evaluate and audit contractor configuration management activities to assure that they adequately satisfy the Project's requirements.

5. Ability to work with technical and administrative personnel in the planning and implementation of complex programs.

6. Ability to make oral presentations and written materials in a clear and concise manner.

7. Knowledge of NASA and GSFC policies, procedures, and regulations applicable to project management and project support disciplines.

8. The ability to use a computer to support all aspects of his/her duties.

9. Knowledge of general business procedures such as property management and control, personnel planning, and space matters.

Supervisory Controls
He/she is immediately responsible to the DPM/R for the project or program.

Policy guidance is broad and concerned mainly with assuring consistency of the project support operations among the several program areas. Specific project support operations guidelines and policy for each program element will be developed jointly by the DPM/R and the PSM.

Within these guidelines, the PSM has full responsibility for project support activity, under the direction of the DPM/R. He/she monitors the project effort and oversees the resolution of operating problems relating to the accomplishment of project support's portion of program objectives. Review of work is in terms of attainment of overall objectives and effectiveness of advice and guidance to technical managers.

Guidelines
Administrative policies and precedents are applicable but are stated in general terms. For example, the PSM must establish and implement status reporting systems and requirements for a variety of institutions providing hardware and software for the Project. The institutions include colleges and universities, other Government agencies, major aerospace companies, and foreign governments. Accordingly, he/she must use initiative and resourcefulness in developing new and innovative methods in dealing with the broad range of capabilities of these diverse organizations. Further, in the area of performance measurement of earned value systems, he/she is required to research the latest trends and patterns throughout industry and Government and develop procedures that can be realistically implemented by the Project.

Complexity
As PSM, the incumbent participates in organizing and controlling all elements of project planning, implementation and for advanced planning activities throughout the lifetime of the Project.

When the project or program requires the combined effort of other directorates, resources responsibilities are more complex and difficult. These difficulties are frequently new and unprecedented and require in-depth evaluations and the development of new approaches to resolve the problems.

The multiple major mission elements are substantial factors in the position's complexity. In particular, ongoing analyses must be performed and judgments rendered concerning choices between resources expenditures among alternative elements and initiative.

Scope and Effect
The PSM's work product involves the development of contractor and Government systems needed to manage and monitor the status of a major U.S. program. It is essential that his/her work be carried out with excellence and the highest degree of effectiveness for the program to be managed successfully. For example, a number of institutions involved in the development of

major elements of the Project will rely directly on unique systems support in managing their activities. Institutional management systems already in place will be required to conform with Project requirements. It is essential that these systems (scheduling, configuration management, etc.) be implemented and function properly in order to monitor the status of the individual elements of the program, develop work-around plans, and report on status in a timely and orderly manner. Failure to accomplish this could result in major programmatic impacts such as schedule delays and associated cost overruns.

Personal Contacts

The PSM has contact with management at GSFC, other NASA Centers and with program management personnel at NASA Headquarters. Outside the Agency, he/she has contact with senior managers in industry and senior scientists, other U.S. government agencies, and foreign institutions. He/she also has contact with a variety of engineers and managers at GSFC, other NASA Centers, foreign institutions, and at the Project contractors.

Purpose of Contacts

The purpose of the personal contracts is to resolve difficulties, motivate the support group, and control the work performed. Recommendations for solution of major problems and conflicting requirements are coordinated with technical specialists. The incumbent attends meetings and technical conferences to provide information, explain critical matters pertaining to overall success of the mission, present and defend recommendations and gain compliance with established policies and procedures by persuasion and/or negotiations.

Physical Demands

Typical management and administrative work is required. This includes working at a desk, attendance at meetings and conferences at GSFC, other NASA facilities, college/university facilities, etc. Domestic and foreign travel may be required. Although some period of activity may result in fatigue, no strenuous physical activity is planned.

Work Environment

The work environment normally involves safety precautions typical of such places as offices, meeting rooms, and laboratories. However, as the program proceeds into the fabricating, test and launch phase, some time will be spent in a ship/test/launch facility environment. These facilities will be located at contractor’s facilities and the launch site.